

## **IN THE SPECIFICATION:**

Please amend the paragraph appearing on page 9, line 25 to page 10, line 8 as follows:

Process inputs for process simulation 214 are shown by “PO & invoice profile,” block [[208]] 206, “cost assumptions” 207, “productivity assumptions” 208, “cycle time assumptions” 209, and “BTO services” 210. The process simulation 214 computes the number of transactions (purchase orders [PO’s], invoices, calls) during each period, subject to the status of each period (As Is, Transition, or To Be) as well as changes in consumption and degree of compliance with the standard process. (Non-compliant transactions cost more because they cannot be automated.) In this example, business process simulation 214 is a flow model, not a queuing model. It shows how many transactions flow through each business process during each period, but does not simulate the processing of each individual transaction. Process cost per period by service (e.g. Sourcing, Procurement, Payables) is computed from resource costs, adjusted for transaction volumes. Cost per PO and invoice per period are computed as total costs divided by number of transactions.